



PRODUCT: Portable Computer
SERVICE ADVISORY #: 001
DATE: 3/24/83

Subject COMPAQ SERVICE COMMUNICATIONS

COMPAQ Customer Service will use two documents to communicate service - related information to COMPAQ Authorized Dealers. These two documents are:

1. Service Advisory
2. Service Bulletin

In addition, the Technical Support staff is available to assist you via the Authorized Dealer HotLine.

SERVICE ADVISORIES

Service Advisories will be used to communicate routine service information to the dealership (e.g., spares pricing information, policy changes, non-critical trouble-shooting information, etc). Each new advisory will be accompanied by a Service Advisory Index. This index is a summary by advisory number and subject of all other advisories that have been issued up to that point.

SERVICE BULLETINS

Service Bulletins will be used to communicate critical service information to the field (e.g., reliability-related information, critical trouble-shooting information, etc). Each new bulletin will be accompanied by a Service Bulletin Index. This index will be a summary by bulletin number and subject of all other bulletins that have been issued up to that point.

PRODUCT

IN THE ADVISORY

DATE

10/1/77

COMPACT SERVICE ADVISORY

10/1/77

1. The purpose of this advisory is to inform you of the new Compact Service Advisory (CSA) which will be used to communicate information to you regarding the status of your Compact Service.

2. The CSA will be used to communicate information to you regarding the status of your Compact Service.

3. The CSA will be used to communicate information to you regarding the status of your Compact Service.

4. The CSA will be used to communicate information to you regarding the status of your Compact Service.

5. The CSA will be used to communicate information to you regarding the status of your Compact Service.

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AUTHORIZED DEALER HOTLINE

Dealer technicians may use the HotLine for both administrative (e.g. parts-ordering information, warranty status, etc) and technical questions (e.g. trouble-shooting assistance, configuration data, compatability data, etc).

The HotLine is staffed from 8:00 A.M. to 7:00 P.M. (CST), Monday through Friday. An answering machine will allow dealers to leave messages during all other hours. These messages will be responded to at the start of the next work day.

When calling the HotLine, dealer technicians will be asked whether the call is regarding a technical issue or an administrative issue.

The dealer's COMPAQ Dealer Code will also be requested. The HotLine staff will provide help only if they can verify the caller is a representative of an Authorized COMPAQ Computer Dealer. The Dealer Code provides this verification.

The Authorized Dealer HotLine numbers are:

For Dealers outside of Texas 1-800-231-9977

For Texas Dealers only 1-800-392-4811

AUTHORIZED COMPAQ DEALER RESPONSIBILITIES

All service-related communications with Authorized COMPAQ Computer Dealers will be addressed to that dealer's Service Manager. It is critical that these communications reach these individuals that have attended a COMPAQ Service Training Seminar.

The HotLine is provided as an aid to the dealers. Please do not give this number to the general public. Non-dealer calls on the HotLine will only make it more difficult for dealers to obtain support via the HotLine.

Dealers are advised that the following information is being furnished for their information only. It is not intended to constitute an offer of insurance or any other financial product. The information is being furnished for your information only.

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